

WELCOME TO RESIDENTS

Aloha! Welcome to Hickam Air Force Base and the beginning of your base housing experience in Hawaii; demand for living on base is exceptionally high. We are very pleased you have chosen to become part of the Hickam housing community. Working together, we can ensure a safe, clean, well-kept living environment conducive to the rest, relaxation, and enjoyment you deserve. However, living on base demands your constant attention to a spirit of Community Pride and it is not for everyone. Indeed, living on base is a privilege so we ask your cooperation and attention to the details with regard to this brochure.

This brochure has been provided to assist you during the period of your residence in Hickam military family housing (MFH). Air Force Instruction (AFI) 32-6001 (23 Jan 02), *Family Housing Management*, contains Air Force policies regarding assignment and termination of MFH. Portions of this AFI have been incorporated into this brochure. Local policies and procedures have also been included to the extent possible. However, due to space limitations, all policies and procedures cannot be included in this brochure. It is your responsibility to ask first on any policy not covered, or if in doubt on those covered. If you choose to ignore Air Force, PACAF, or Hickam AFB policies or procedures, your privilege of living in base housing becomes jeopardized. A spirit of COMMUNITY PRIDE should be the focus of your living experience at Hickam. Pride in the appearance of your home and consideration for your neighbors will result in comfortable living conditions for all residents in our MFH community. If you have any questions regarding the contents of this brochure, please contact the Housing Office at 448-6550.

We are happy to have you with us in our community and wish you much enjoyment during your tour of duty in this beautiful tropical island location. Aloha!

THE FAMILY HOUSING MANAGEMENT STAFF

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QUICK REFERENCE PHONE NUMBERS

FIRE DEPARTMENT	911
AMBULANCE	911
CRIME STOP (to report a crime in progress or suspicious activities)	911
SECURITY FORCES CONTROL CENTER (Incidents, complaints, and law enforcement inquiries)	449-6372
SECURITY FORCES MAIN GATE VISITOR CENTER	448-0718
FAMILY ADVOCACY	449-1737
HOUSING OFFICE	
ASSIGNMENTS & TERMINATIONS	448-6564
FACILITIES MANAGEMENT / INSPECTIONS	448-3118
HOUSING MAINTENANCE SERVICE CALL DESK (24 hours/7 days-For maintenance requests, entomology service, and lockouts)	422-4454
Quality Assurance Personnel (praise or complaints)	448-3118
LOANER FURNITURE & APPLIANCES/REPAIR	448-0300
Quality Assurance Personnel (praise or complaints)	448-3650
SELF-HELP STORE	449-2008
CE CUSTOMER SERVICE (Tree Trimming)	449-9951
TRASH COLLECTION Quality Assurance Personnel (praise or complaints)	449-6047

ADMINISTRATIVE ISSUES

The purpose of the Housing Brochure is to assist you during occupancy of military family housing (MFH). This brochure is directive in nature and applies to all personnel residing in government-owned family housing on Hickam AFB. Government housing represents a large investment and requires an equally large commitment of resources and personnel hours to maintain. By assuming normal “homeowner’s responsibilities,” you play a vital role in holding maintenance costs to an acceptable level. This brochure clearly defines the responsibilities of the government and the resident. With this in mind, it is particularly desirable that a cooperative relationship exists between the resident, commanders, first sergeants, the maintenance contractor, and the housing office.

Section 1 - AIR FORCE RESPONSIBILITIES

1.1. **BASE RESPONSIBILITIES.** The following are performed by the base in support of your assigned military housing unit: maintenance and repair, refuse collection and disposal, pest control to protect Air Force property, and fire and Security Forces protection.

1.2. INSPECTIONS.

1.2.1. **INITIAL INSPECTIONS.** The Housing Office will provide an assignment briefing to familiarize residents with the process for documenting maintenance concerns or any discrepancies pertaining to the unit or appliances. The military sponsor should be present, however, the spouse may attend if the military member is unable to do so.

1.2.2. **CONDITION OF QUARTERS INSPECTIONS.** This inspection is conducted when the Housing Office becomes aware of a problem with the condition of a unit. Normally, the resident’s first sergeant or unit commander will be notified to conduct the inspection. Any damage to quarters is noted, as well as safety, sanitary, and health concerns (see para 3.2). Failure to properly maintain the housing unit and grounds could result in loss of the privilege of living in base housing (see para 3.1).

1.2.3. **YARD INSPECTIONS.** Housing representatives will conduct weekly inspections of yards in military housing areas. Discrepancy notices will be issued when yards and surrounding areas are not maintained to standard. Please note housing inspection standards, Section 3. Discrepancies must be corrected immediately but not later than two days following the notice. (See para 3.1)

1.2.4. **PRE-FINAL AND FINAL INSPECTIONS.** These inspections are conducted as outlined under “Termination of Family Housing” (see Section 12).

1.3. **NON-TEMPORARY STORAGE.** The government can provide non-temporary storage of furniture that is determined to be impractical or unsuitable for use in the quarters assigned. This would include large furniture items which are not usable due to the size or configuration of the quarters. Examples of items disapproved for storage are boxes of miscellaneous items, such as toys, books, magazines, etc. (see para 2.5)

1.4. **MAINTENANCE AND REPAIRS.** The MFH maintenance contractor has the primary responsibility for the maintenance of your government-owned home. Please call their service desk at 422-4454 to request maintenance for your home. Normal business hours are Monday through Friday from 0700 to 1630. After hours and on weekends, please limit calls to those for emergency requirements only (see para 1.4.1.1).

1.4.1. The MFH maintenance contractor’s representative will assign a job order number to your service request and will provide you that number and an approximate date and time the work will be performed. There are three categories of service: emergency, urgent, and routine. The category determines when the service will be accomplished. 1.4.1.1. Emergency service calls require immediate attention. Some examples are: structural, utility, or mechanical problems that could cause loss of life or property; serious damage affecting health, safety, security, or mission, complete utility failure (electricity, gas, heat, water, or sewage). The service call desk is available on a 24-hour basis for emergency requirements. If you place a request for service for an emergency requirement, it is of utmost importance that you are home at the appointed time.

1.4.1.2. All other maintenance calls are considered urgent or routine, depending on the nature of the requirement. Classification as to urgent or routine is the responsibility of the maintenance contractor.

1.5. REFUSE COLLECTION AND DISPOSAL. Trash is picked up once per week. Trash receptacles are provided to each occupant. Please ensure all trash is placed completely inside the container. Only trash inside the container will be picked up.

1.6. BULK TRASH. Bulk trash pick up is provided at curbside each Friday. Items shall not be placed on the curb earlier than Thursday evening after 8 p.m. (see para 2.23).

1.7. GREEN WASTE. Dumpsters are located at various places throughout each neighborhood and are emptied twice per week. These dumpsters are only for grass clippings, shrub clippings, leaves, and branches; place these items directly into the dumpsters with no plastic bags. Cut large tree branches into small pieces so they fit completely into the dumpsters. ABSOLUTELY NO REGULAR HOUSEHOLD TRASH, BULK TRASH, GARBAGE, OR OTHER REFUSE IS TO BE PLACED IN THE GREEN WASTE DUMPSTERS. To do so costs the government considerable extra money for separating, and you could be held liable for the cost. For questions concerning green waste, you may call 449-6047.

1.8. RECYCLING. Recyclables are picked up on the same day as trash pick up. ABSOLUTELY NO REGULAR HOUSEHOLD TRASH, BULK TRASH, GARBAGE, OR OTHER REFUSE IS TO BE PLACED IN RECYCLING CONTAINERS. Participation in recycling is mandatory.

1.9. INSECT/PEST CONTROL. Bugs and insects are a fact of life in our tropical environment. Each housing unit is treated prior to occupancy. Each resident is expected to take immediate action upon first noticing insects, to prevent major infestation. In many cases, improved sanitation will achieve the desired results. General use insecticides may be purchased at the Base Exchange (BX) or the Commissary, and some items are available at the Self-help Store. Exercise caution while handling toxic chemicals, and follow directions completely. If residents are unable to control insects and avoid infestation, residents may then request entomology services from the housing maintenance contractor. When it is deemed that improper sanitation or self help efforts were the cause of the infestation the resident may be required to pay for the service call.

1.10. LOCKOUTS. Call the maintenance contractor at 422-4454. Proper identification will be required. If you require lockout assistance more than once, you may be required to pay for the service call.

1.11. APPLIANCES/LOANER FURNITURE. Appliances are government furnished and serviced. They are assigned by serial number to MFH quarters. Please do not attempt repairs or adjustments; call 448-0300 for appliance repairs. Loaner furniture is provided on a temporary basis for arriving and departing families. Requests should be made to your assignment/termination counselor in the Housing Office.

1.12. SELF-HELP STORE. Numerous assorted items for maintaining your home and yard may be obtained from the Self-Help Store, located in building 1723 near the Kuntz gate. Days and hours are subject to change, due to military requirements. Visit the store or call 449-2008 for information on materials available. (See Section 10)

Section 2 - RESIDENT RESPONSIBILITIES

Failure to comply with these items can result in the issuance of Housing Discrepancy Notice or citation.

2.1. SPONSOR. The term "sponsor" as used in this brochure refers to military and civilian members who are assigned to MFH. Sponsors are responsible for ensuring that they, their dependents, and their visitors comply with the provisions of this brochure, as well as applicable directives. Sponsors will assure their households are conserving utilities, reporting maintenance needs, and following fire, health, and safety instructions. Sponsors must contact their first sergeants or unit commanders if unable to resolve any problems that might arise between themselves or their families and other residents of the community.

2.2. MEMBERS OF OTHER SERVICES OR AGENCIES. Members of all military services and other agencies residing in MFH at Hickam AFB will abide by host installation (Hickam) housing rules.

2.3. CHAIN OF COMMAND. Complaints on actual housing assignment and termination procedures should be brought to the attention of the Housing Manager, then in turn to the Commander, 15th Civil Engineer Squadron, prior to being elevated up the chain of command. Special request letters pertaining to any aspect of housing must have the unit commander's endorsement prior to submittal to the Housing Office for staffing up the chain of command.

2.4. COMMUNITY PARTICIPATION. From time to time 15 ABW/CC or 15 SPTG/CC may call Town Hall meetings or other informational sessions for housing-related issues. As a condition of your residency in Hickam MFH your participation is requested and you may be held accountable for the information provided at these meetings. You will receive specific notification when an event is scheduled. If you are unable to attend due to illness, TDY, or official duty, your spouse or another designee should attend in your absence.

2.5. NON-TEMPORARY STORAGE. Resident's request for non-temporary storage of household goods, along with list of items requested to be stored, must be provided to the Housing Office within 30 days after delivery of household goods. (See para 1.3)

2.6. CHANGE IN STATUS. Residents must notify the Housing Office in writing within 7 days of any change in status, such as an increase or decrease in number of dependents residing with the sponsor, an increase or decrease in military grade, change to DEROS, change to duty location, and change to duty phone. If dependents no longer reside with the military member or the member no longer resides with dependents in the housing unit, there is no longer eligibility for government quarters, and occupancy must be terminated within 30 days. It is the sponsor's responsibility to notify the Housing Office immediately and to aggressively seek off-base housing to comply with the 30-day requirement. When the member fails to comply with this requirement, the commander will direct the member to move.

2.7. NAME SIGNS. All housing units must have the military member's name and grade displayed in the brackets on the front of the unit. The maintenance contractor will place signs. No custom signage or variations are authorized. If there is a name or grade change, please contact the Housing Office.

2.8. EXTENDED ABSENCE. If your quarters will be unoccupied for extended periods (more than 7 days), you must make arrangements for the security, prudent care, yard maintenance, and periodic inspection of your home.

2.9. LIABILITY. Members of the Armed Forces occupying MFH are liable and accountable for loss or damage to family housing units, equipment, or furnishings caused by abuse or negligence of the member, the member's dependents, household pets, or the member's guests. Any damage determined to be beyond normal wear and tear requires resident reimbursement to the government. This includes, but is not limited to, nails in doors, burns on countertops, damage to floors or carpets, damage from waterbeds, and pet damage. While the amount of liability is limited to one month's basic pay in cases of simple negligence, members are usually liable for the full amount of damage in cases of gross negligence, willful misconduct, or abuse. Residents may pay voluntarily. A Report of Survey will be conducted to determine responsibility and pecuniary liability if the reimbursement is involuntary. Costs contained in the housing maintenance contract will be applied. NOTE: Residents will be held liable for failure to perform homeowner maintenance (see para 2.16), as well as for maintenance calls of a routine or repetitive nature, which are considered abuse or negligence.

2.10. MAILBOXES. It is a federal offense to tamper with, damage, or steal from mailboxes, and anyone who does so is subject to fines and/or imprisonment. In accordance with postal regulations, only mail delivered by the U.S. Postal Service is to be placed in mailboxes; all other items, such as brochures, pamphlets, flyers, and packages and letters that have not been mailed are prohibited. Parents, please ensure your children are aware of this and comply.

2.11. INSURANCE. When government equipment fails or an "act of God" occurs, residents may file a claim through the Base Legal office. However, the government will not pay for damages caused by residents' negligence. It is recommended that you obtain a renter's policy for the protection of your personal property and liability insurance for the housing unit where you reside. Both types of insurance are available from most insurance companies.

2.12. ENERGY CONSERVATION. MFH residents are required to conserve energy. Rising utility costs require us to use common sense – we must do everything possible to conserve our precious utilities and resources. Kindly do your part to prevent waste.

2.12.1. **WATER.** Reasonable use of water in your quarters will not normally be restricted. However, since excessive usage results in increased costs and depletion of the island's supply, we ask your cooperation and assurance to avoid waste. Lawns should be watered only from 6 a.m. to 9 a.m. and 4 p.m. to 8 p.m. Residents living at odd numbered addresses will water only on odd-numbered dates, and residents living at even-numbered addresses will water only on even-numbered dates. Lawns should be watered no more than 20 minutes in each location. Please do not allow water to pool on lawns or run over sidewalks or onto streets. Also, ensure water does not hit the walls of the building. Conserve water by running washing machines and dishwashers only with full loads. Turning off the water while brushing teeth or shaving will also save many gallons per day. (See para 3.1.10)

2.12.2. **ELECTRICITY.** An organized effort is required to conserve electricity by eliminating unnecessary use. You can help by minimizing the use of electrical appliances and lights, especially during peak demand periods of 0600 to 0800 and 1700 to 1800. Interior and exterior lights should always be turned off when not in use. Please assure outside lights are never left on during daylight hours. Use air conditioners only when really necessary and turn air conditioners off when windows or doors are left open. Open windows to take advantage of trade winds for cooling and ventilation. Limit the use of clothes dryers to full loads.

2.13. **ENVIRONMENTAL PROTECTION.** Do not pour engine oil, coolant, car grease or other similar products down any drainage system, into the street or gutters, on the ground, or into the plumbing system. See Section 11 for the proper disposal of household hazardous wastes. Burning of leaves/refuse is prohibited.

2.14. **RECYCLING.** Recyclable refuse is picked up once per week on the same day as your trash pick up. Please put aluminum cans, glass, plastics, newspapers, magazines, and cardboard in separate containers. Recyclables shall be rinsed free of food and other debris prior to placing in the containers. **ABSOLUTELY NO REGULAR HOUSEHOLD TRASH, BULK TRASH, GARBAGE, OR OTHER REFUSE IS TO BE PLACED IN RECYCLING CONTAINERS.** Participation in the Hickam recycling program is mandatory for all residents of base housing. Recycling personnel will identify violations of non-participation, and those residents will receive a citation. (See para 3.1.9)

2.15. **SAFETY.** Immediately report any safety hazards to Wing Safety at 449-0749 and any fire hazards to the Fire Department Prevention Element at 449-8103. Do your part to correct any hazards if possible. Do not overload multiple outlet adapters, extension cords, or power strips. Do not install exterior lights by extension cords or use holiday lights year around. You will be held accountable for damages caused by improper safety practices and can be cited for abusing safety rules.

2.16. **MINOR MAINTENANCE AND REPAIRS.** Residents are responsible for performing small routine maintenance tasks and repairs in their homes such as, but not limited to, replacing light bulbs and globes, tightening screws, replacing shower heads and toilet seats, performing basic pest/insect control, etc. Other maintenance and repair requirements should be reported to the maintenance contractor's Service Call Desk. Either the sponsor or the spouse may call in service requests. Every resident has a responsibility to take action to prevent additional damage to their apartment/building while awaiting repairs. (See para 2.9)

2.17. **RECREATIONAL VEHICLES.** Boats, campers, trailers, motor homes, and other recreational vehicles to include jet skis are permitted in MFH only for the purposes of loading and unloading before or after a trip. This should take no more than 8 hours on each end of the trip. The Services Squadron provides on-base storage for recreational vehicles. However, if no space is available in their lot, residents are responsible for obtaining off-base storage.

2.18. **VEHICLE REPAIRS.** Vehicle maintenance or repairs, other than changing flat tires, are not authorized in housing areas. **VEHICLES MUST NEVER BE ON JACKS FOR ANY REASON OTHER THAN TIRE REPLACEMENT AND MUST NOT BE LEFT UNATTENDED AT ANY TIME WHEN ON JACKS FOR TIRE REPLACEMENT.**

2.19. **INSECT/PEST CONTROL.** Each housing unit is treated prior to occupancy. Each resident is expected to take immediate action upon first noticing insects so infestation can be prevented. General use pesticides may be purchased at the Base Exchange (BX), the Commissary, or off-base, and some items are available at the Self-help Store. Exercise caution while handling toxic chemicals and follow directions completely. If residents are unable to control insects and avoid infestation, residents may then request entomology services from the housing maintenance contractor. However, the housing maintenance contractor does not provide preventive service beyond the initial treatment prior to

occupancy. If residents desire regular preventive service, they must obtain these services at their own expense from private companies in the local community.

2.20. CARE OF INTERIOR. Care of your home should be an on-going effort from the time you move in until the time the unit is turned back to the housing office.

2.20.1. KITCHENS. Special attention is needed to maintain the appliances, cabinets and walls in the kitchen. Please do not use gritty or harsh detergents when cleaning. Ovens, broiler units, top burners, and filters in overhead hood units should be cleaned regularly to prevent grease build-up, which is a fire hazard. The exterior of the range and the oven door gasket should be cleaned frequently to remove oil, grease, and food particles. Refrigerators should be cleaned regularly with water and baking soda solution, rinsed and dried. Avoid use of sharp instruments to remove ice when defrosting. Avoid placing hot utensils on counter tops, as this can cause permanent damage. Use of a cutting board is a must when chopping, slicing, or cutting. Use only non-stick shelf paper in drawers and cupboards; the use of adhesive-backed paper will damage surfaces when removed. Walls should be cleaned at periodic intervals to prevent surface grease and soil buildup. Do not paste decals on kitchen cabinets or drive nails or hooks into cabinet doors.

2.20.2. BATHROOMS. In a high-humidity climate such as here in Hawaii, walls in the tub and shower area have a tendency to mildew and should be cleaned periodically with a product to combat mildew. Bathrooms should be vented daily to prevent mildew buildup. Ceramic tile and fixtures should be cleaned with a mild detergent. Use a commercial cleaner to prevent calcium deposit buildup in toilets. Avoid flushing items such as paper towels or disposable diapers. If plumbing stop-ups occur, first try using a plunger. If this fails to clear the system, then call the maintenance contractor.

2.20.3. FLOORS. When cleaning floors, pay special attention to the corners and along baseboards for dirt and wax buildup. As you clean, keep in mind that excessive water can cause damage to any floor, especially wood. Vinyl tile and sheet vinyl floors may be waxed. Remove old wax occasionally to prevent wax buildup. Use only quality products to wax or remove old wax. Hardwood floors should be dusted frequently and only occasionally wiped down with a damp, not wet, mop. Do not wax hardwood floors.

2.20.4. GOVERNMENT-INSTALLED CARPETS. Vacuum frequently, at least weekly. Clean up spills immediately, before they become stains. Recommend residents steam clean or shampoo carpets at least every 6 months, or more often if they have pets. Residents with pets must have their carpet professionally cleaned and sanitized prior to terminating from quarters. Residents will be held accountable for damages. 2.20.5. WALLS. Use mild soap and warm water to keep walls clean. Do not apply adhesive-backed materials, wallpaper, or decals to walls, as these cause damage when removed. Use only small nails or picture hangers to hang items on walls. Make sure there are doorstops on all doors to prevent damage to walls.

2.21. CARE OF EXTERIOR. Exterior care shows pride in your home and community and contributes to the overall beautiful appearance of the base. Neglect of exterior upkeep will jeopardize the privilege of residing in base housing. (See Section 3)

2.21.1. GROUNDS. Your specific area of responsibility is identified for you at your assignment briefing. Generally, you are responsible to a point midway between adjoining or adjacent units and/or to the center of the street, depending on the location of your housing unit. Common areas are the responsibility of all residents surrounding the common area. Each sponsor is expected to maintain his or her assigned grounds. If the sponsor is on TDY or leave status, the sponsor's spouse and/or dependent children are responsible to maintain the assigned ground area. If the entire family will be away, the sponsor must arrange for the assigned grounds to be maintained during their absence. See Section 3 for inspection standards requiring your compliance. **AT ALL TIMES, IN A SPIRIT OF COMMUNITY PRIDE, RESIDENTS ARE ASKED TO MOW, TRIM, ETC... THOSE AREAS THAT APPEAR NEGLECTED.**

2.21.2. WINDOWS. Residents are responsible for interior and exterior cleaning of windows during occupancy. Extra care is required when cleaning jalousie windows to avoid chipping or breaking. Keep safety in mind when cleaning exteriors of second-floor windows.

2.22. HOUSEHOLD TRASH. All trash must be placed inside issued containers, which may not be placed at the collection point until after 8 p.m. the evening before pick up. Containers must be replaced in their storage location by 7 p.m. the day of pick up. (See para 1.5 and 3.1.9). Large items must be reserved for bulk trash pick up. (See para 2.23 and 3.1.9)

2.23. BULK TRASH. Bulk trash consists of furniture and other bulky or heavy items. Items for bulk trash pickup are to be placed curbside no earlier than 8 p.m. the evening before scheduled pick up. Do not place items out

after pick up has occurred. In the case of a short notice PCS, please contact the Housing Office regarding disposal of bulk items if unable to dispose during regularly scheduled pick up.

2.24. GREEN WASTE. Absolutely NO household trash, bulk trash, garbage, plastic bags, or other refuse is to be placed in green waste dumpsters. All green waste must be placed completely inside the containers (see para 1.7).

2.25. PETS. All residents are responsible at all times for controlling their pets (see para 3.1 and 3.1.6, and Section 4). Failure to do so will jeopardize the privilege of residing in base housing.

2.26. SELF-HELP WORK. Residents must assure an AF Form 332 has been submitted and written approval has been received prior to initiating any home improvement project or installing any equipment, to include playground equipment (see Section 10). Coordination on the AF Form 332 by the Housing Office does not constitute approval to accomplish the self-help work. However, the Housing Office will screen 332s and non-concur on non-authorized types of work.

2.27. RESIDENT DISPUTES. Residents are responsible for bringing disputes to settlement (see para 8.7).

Section 3 – INSPECTION STANDARDS

3.1. WEEKLY EXTERIOR INSPECTIONS. During weekly inspections that normally occur on Tuesdays or Wednesdays, housing representatives will inspect residents' compliance in the areas listed below. For new residents of less than 30 days, a courtesy notice, or friendly reminder, may be issued initially. If non-compliance is noted on re-inspection, the resident will receive a first notice ticket, and the resident's first sergeant or unit commander will be notified. Any second notice issued for non-compliance with base standards will also be forwarded to the resident's unit commander. It is expected the unit commander will review the incident and take action to assure there will be no third violation. Documentation of repeated or gross discrepancies will be forwarded to the resident's first sergeant/commander for follow-up action. Documentation of three discrepancies in any 12-month period will also be forwarded to the 15th Support Group Commander and will jeopardize the resident's privilege of living in base housing. In addition, all unsafe items or practices will be reported to Wing Safety, and fire protection concerns or deficiencies will be reported to the Fire Department. (See para 1.2.3.)

3.1.1. LAWN CARE. Grass should be mowed as necessary to maintain a neat, even, uniform appearance. Grass height should not exceed 3 inches. Grass cuttings must be removed immediately from surrounding sidewalks, pavement, and parking lots. Dispose of cuttings in green waste containers.

3.1.1.1. EDGING/TRIMMING. Grass growth will be edged back ½" to 1' from sidewalks, driveways, parking lots, curbs, and roads. Trim grass around foundation of buildings, base of trees and bushes, and around flower gardens and play equipment or other yard structures.

3.1.1.2. REMOVAL OF GRASS AND WEEDS. Grass and weeds must be removed from cracks in sidewalks, curbs, and pavement.

3.1.2. REMOVAL OF DEBRIS. All areas must be kept free of debris such as paper, cans, cigarette butts, etc. Tree and foliage debris should be removed promptly and disposed separately in green waste dumpsters. PLEASE ASSURE NO DEBRIS OTHER THAN GREEN WASTE IS PLACED IN THESE DUMPSTERS.

3.1.3. SHRUBS/BUSHES. Trim shrubs/bushes to below 7' height and to present a neat appearance. For security purposes, bushes or shrubs by windows should be trimmed to below window ledge height. To deter insect infestation, all foliage should be kept trimmed away from buildings. Vines and climbing plants must be removed from walls. Only one banana patch per dwelling is permitted, with no more than three banana stalks. Trim all dried leaves and branches promptly and place in green waste dumpsters.

3.1.4. TREES. Planting of trees by residents is not allowed. Residents are responsible for maintaining/trimming tree branches to a height of 10 feet off the ground. All vines/ground covers shall not be allowed to grow/climb onto trees. For major tree trimming requirements, please contact CE Customer Service at 449-9951.

3.1.5 FLOWERBEDS. Flowerbeds should be kept free of grass, weeds, dead plants, and trash. Separate trash debris from grass and plant debris before disposing of grass and plant debris in green waste dumpsters.

3.1.6 PET DROPPINGS. Pet droppings must be removed immediately from all neighboring areas, common areas, sidewalks, roads, carports, or parking areas. Be prepared and carry plastic bags or other means of removal every

time your pet is out of your yard. In your own yard, pet droppings must be collected and properly disposed on a daily basis, or more frequently if you have more than one dog or a large dog. (See para 4.7.) 3.1.7. PATIOS, LANAIS, AND CARPORTS. These areas must be maintained in a neat, clean fashion and kept free of debris. We realize storage space is limited; however, these areas may not be cluttered or otherwise unattractive. Carport and other parking areas must be kept free of grease, oil, or antifreeze residue. Chemical products must be in locked storage. Hazardous materials such as batteries or tires must be disposed properly (see Section 11). Discrepancies will result in documentation procedures stated in paragraph 3.1.

3.1.8. SUN SHELTERS, TENTS, ETC. Temporary shelters are for daily or weekend use only and must be removed when not in use.

3.1.9. RECYCLING, HOUSEHOLD TRASH, AND BULK REFUSE. All recycle and trash containers must remain in their storage locations until 8 p.m. the day before scheduled pick up and must be returned to their normal storage locations not later than 8 p.m. the day of pick up. All trash and recyclables must be placed inside the containers, and lids must be closed. Bulk refuse may not be placed curbside before 8 p.m. the night before pick up. Residents will receive a discrepancy notice for improper storing of recycling and household trash containers if these items are left out on non-pickup days and/or for bulk trash left curbside on non-pickup days. ABSOLUTELY NO REGULAR HOUSEHOLD TRASH, BULK TRASH, GARBAGE, OR OTHER REFUSE IS TO BE PLACED IN RECYCLING CONTAINERS. (See para 2.14.)

3.1.10. STORAGE SHEDS, TRAMPOLINES, BASKETBALL GOALS, AND ALL OTHER APPURTENANCES AND PROJECTS REQUIRE APPROVAL ON AF FORM 332. These are limited to not more than one item per quarters. In general these items shall not be allowed in common areas or areas clearly visible from the street. All appurtenances and home improvement projects require prior approval. If in doubt, ask first. Work performed with no approved AF Form 332, or noncompliance with terms of an approval, will result in a discrepancy notice (see Section 10).

3.1.11. WATER/ENERGY CONSERVATION. Discrepancy notices will be issued for excessive watering that is causing pooling or run-off into other areas, as well as for watering on the wrong day or at the wrong time of day (see para 2.12.1). Additionally, residents will be cited if exterior lights remain on during daylight hours.

3.1.12. UNAUTHORIZED VEHICLES. Disabled, inoperable, unlicensed, or unregistered vehicles are not permitted in housing areas. Discrepancy notices will be issued and Security Forces will be notified for disposition.

3.1.13. PARKING. No vehicles may be parked on grass or seeded areas at any time. Tandem parking, which is parking one vehicle directly behind another, is not allowed unless it is in your driveway. Residents will be held responsible for guests, delivery vehicles or movers who park on the grass. (See para 7.5.)

3.1.14. COMMON AREAS. Each resident is responsible to share in the maintenance of common areas to the standards listed above.

3.2. GOOD HOUSEKEEPING (INTERIOR INSPECTIONS). Residents are required to maintain the interior of their homes to a standard of cleanliness and safety that will provide a safe environment for their families and neighbors. If unhealthy, unsanitary, or unsafe interior conditions are reported by anyone, the Housing Office will notify the resident's first sergeant or unit commander to schedule an interior inspection of the quarters. Damage to quarters may also prompt such an inspection. (See para 1.2.2.)

3.3. EMERGENCY INSPECTIONS. The right to enter occupied quarters for the purpose of emergency inspection/repairs is reserved by the 15th Airlift Wing Commander or his designated representative.

3.4. INSPECTIONS OF COMPLETED SELF-HELP WORK. Residents must notify the Housing Office when work is completed. Work will be inspected for compliance, workmanship, and aesthetic appeal.

3.5. TERMINATION OF OCCUPANCY (See Section 12).

Section 4 – PETS

4.1. RESPONSIBILITY. Sponsors are responsible for the behavior of their pets and must assure their pets do not become a nuisance or menace to other pets, persons, or property. Owners must ensure pets are immunized and must maintain clean surroundings and provide proper humane care for their pets. Owners displaying lack of responsibility jeopardize their privilege of having pets in base housing. To report pet neglect, abuse, biting, nuisance,

and destruction of property, notify Security Forces at 449-6372. These incidents also require immediate commander and first sergeant involvement. Failure to comply with these standards will result in the issuance of a housing discrepancy notice or citation.

4.2. **AUTHORIZED PETS.** Authorized animals are limited to dogs, cats, guinea pigs, domestic rabbits, white mice and white rats (from the USA), and caged birds or fish in bowls or aquariums. No more than 2 pets (besides those in cages or aquariums) per household are allowed, with the exception of puppies and kittens up to 8 weeks of age. Residents who were assigned to base housing prior to publication of this Housing Brochure and do not meet the current standards for number of pets are required to request exception to policy. Requests will be evaluated on a case-by-case basis.

4.3. **LICENSE/REGISTRATION/IDENTIFICATION.**

4.3.1. **LICENSE AND REGISTRATION.** All dogs over 4 months of age must be licensed by the City and County of Honolulu and must wear a collar with an attached city and county dog tag. Licenses must be renewed on or before expiration date. Applications for licenses may be obtained from the Hawaii Humane Society or any Satellite City Hall. Register all dogs and cats with the Veterinarian Treatment Facility (VTF) within 10 working days of arrival on base.

4.3.2. **CAT AND DOG IDENTIFICATION MICROCHIP.** Owners of dogs and cats on base are required to have an American Veterinary Identification Device (AVID) microchip implanted under the skin of their pets. This device will assist in returning lost animals to their proper owners. Hawaii law makes it mandatory for all pets coming through quarantine to have this microchip implant. The implant serves as a worldwide identification system and is especially beneficial for military personnel who relocate often. The Hickam Veterinary Clinic in building 1864 on Kuntz Avenue can perform this procedure. For appointments or questions, call the clinic at 449-6481.

4.4. **CONTROL OF PETS.** Dogs and cats must be confined to quarters, in a fenced yard, or restrained by a chain or leash. Positive restraint shall include leashing or chaining the animal in such a manner so as to preclude the animal from running free or interfering with pedestrians or the normal flow of traffic. In no case will the restraining line be longer than 8 feet or allow the animal to move outside the owner's back yard. At no time may pets be chained or otherwise attached to trees, bushes, or any government building, structure, or appurtenance. When dogs and cats are outside the owner's yard for any purpose, they must be leashed and at all times under control of the owner or another person capable of controlling the animal. Animals other than dogs and cats must be kept in cages or tanks at all times.

4.5. **BREEDING/COMMERCIAL USE.** Breeding of any animal for commercial use is strictly prohibited. Spaying/neutering is strongly encouraged; however, if this is not agreeable, homes must be found for any litters produced, prior to the 8-week age. At no time past the 8-week age will there be more than 2 pets in a household.

4.6. **ANIMAL FECES/HEALTH HAZARD.** All animal owners or their representative (if the owner is away from Hickam AFB) are responsible for the daily removal and sanitary disposal of pet feces from yards and/or common areas and neighboring yards. All animal feces within the interior of the quarters shall be picked up immediately and litter boxes cleaned regularly. Animal feces in owner's yards must be removed on a daily basis. Violations of this requirement constitute a health hazard and will be dealt with accordingly. (See para 3.1 and 3.1.6.)

4.7. **FEMALE DOGS AND CATS.** Female dogs and cats in heat must be confined inside the owner's assigned quarters. Being in a fenced yard does not constitute confinement. If the owner chooses not to confine the pet, it must be kept at a place off the installation. Female dogs and cats in heat will not be tied or kept in cages or pens outside the owner's quarters, nor will they be allowed to run loose. They may be let outside to relieve themselves, but must be under the direct scrutiny and control of the owner at all times.

4.8. **STRAY/LOST ANIMALS.** Contact Security Forces to pick up stray or lost animals. Stray animals will be kept for a period not to exceed 24 hours, and then will be turned over to the Humane Society or to the cat Save a Feline from Euthanasia (S.A.F.E.) House program. The Humane Society will hold unlicensed dogs for 48 hours and licensed dogs for up to 9 days before offering them for adoption or euthanizing. Cats will be held for 48 hours before being offered for adoption or euthanized. Owners may claim animals by presenting proof of licensing and paying any costs incurred.

4.9. NUISANCE/VICIOUS ANIMALS. Ownership of animals with vicious temperament, or those breeds known to have a vicious temperament, is strongly discouraged. Personal liability insurance is strongly recommended in these cases. Owners may be directed to permanently remove any animals displaying unprovoked vicious behavior such as lunging at people, continuous growling, biting, fighting, etc. Such removal will be at the owner's expense. Repeated instances of animal misbehavior/lack of control on the part of the owner will jeopardize the privilege of pet ownership for the duration of residence in MFH. Any animal that barks, bays, cries, whines, howls, or makes any other continual unreasonable noise is considered a nuisance. Residents can purchase training collars through a veterinarian to prevent these noises.

4.10. ANIMAL BITES. All incidents of animal bites must be reported immediately to Security Forces at 4496373. Commander/first sergeant involvement is also required. All reported incidents will be referred to the Medical Group who should review animal bites. The Veterinary Treatment Facility (VTF) should also review the incident to determine whether the animal should be quarantined.

4.11. PET SITTING. Residents may accept the responsibility of watching pets for a neighbor, friend, or coworker in their own home if the additional pets do not bring the total household pets to more than two. By doing so, the pet sitter is accepting full responsibility and liability for the animals as noted above. All violations, fines, and police incident reports involving the animal will be issued to the animal sitter, not the owner, during the sitting period. The housing resident will also be notified.

Section 5 – SPECIAL INTEREST ITEMS

Failure to comply with these items can result in the issuance of Housing Discrepancy Notice or citation.

5.1. ROOF AREAS. Roof areas are off limits to housing residents. Access is limited to authorized personnel only.

5.2. SATELLITE DISHES/ANTENNAS/CABLE TV. Individually owned satellite dishes, HAM radio antennas, and external TV or radio antenna requests will be evaluated on a case by case basis upon submittal of letter coordinated through the 15 CS and AF Form 332 with proposed mounting, to exclude buildings and trees, and siting (must not be visible from the street). Inside of quarters all cabling will be installed flush with walls and terminated in flush mounted junction boxes with proper terminations and cover plates. Residents must assure cable TV lines are buried and installed such that any wall penetrations occur immediately after the cable lines comes out of the ground. Residents are responsible for having telephone and cable providers correct existing improperly installed wiring both inside and outside their quarters.

5.3. POOLS. Only nonpermanent children's wading pools made of rubber or plastic with a maximum depth of 8 inches and maximum diameter of 5 feet may be used in our housing areas. These must be placed in back yards only. Authorization is provided only if used under constant adult supervision. AN ADULT MUST BE PRESENT AT ALL TIMES WHILE POOL CONTAINS WATER, REGARDLESS OF WHETHER CHILDREN ARE PRESENT. Pools must be completely drained after use. When not in use, pools must be stored so as not to collect water. Any landscape damage must be repaired immediately but not later than 30 days prior to termination of quarters. Personal liability insurance is strongly recommended.

5.4. GUESTS. Occupancy of family housing units by more than one family is not authorized. However, social visits of 30 days or less do not constitute joint assignment of quarters. Written requests for exception to policy must be submitted in advance of any visits that may exceed 30 days through your unit commander to the Housing Office and must include justification.

5.5. WATERBEDS. Waterbeds are permitted; however, it is recommended that users of waterbeds obtain liability insurance to cover any damage that may result from the installation, use, or removal of the waterbed.

5.6. YARD AWARDS. A Yard of the Month award program has been developed to recognize individuals who maintain a well-kept yard. These awards are issued within designated neighborhood areas. Criteria for the award are a

well-maintained yard that continually meets or exceeds yard care standards (see para 3.1 – 3.1.12) and that shows extra care and effort toward beautification. Inheriting a beautiful yard at assignment will not result in an automatic award; awards are not presented until after the first 6 months of residency. Yards, which have been selected, are not eligible again for 6 months. Selection for a yard award has its various rewards, such as reserved parking at the BX and Commissary, Services “Bucks”, Commissary gift cards and an AAFES gift certificate. O-6s and above, their equivalents, and Chief Master Sergeants, and their equivalents, as base leaders are not eligible.

5.7. BASKETBALL GOALS, TRAMPOLINES, TIRE OR ROPE SWINGS, SWINGSETS, PLAYHOUSES, HAMMOCKS, ANIMAL SHELTERS, ETC. These types of items must be stored behind the quarters/out of sight from the street. These items will not be attached in any way to housing, fencing or trees. In any event, requests for these items must be made on AF Form 332 to the Housing Office and will be evaluated on a case-by-case basis. **WRITTEN APPROVAL ON AF FORM 332 MUST BE OBTAINED PRIOR TO INSTALLATION.** Approval will include installation and maintenance criteria; compliance is mandatory. **NOTE:** Use of trampolines is a safety concern. Proper installation, use, and supervision is mandatory. Refer to information provided by the Housing Office, as well as manufacturer’s instructions. Personal liability insurance is recommended. (See Section 10.)

5.8. FIREWORKS. Fireworks are prohibited on Hickam AFB.

5.9. EXTERIOR DECORATIVE LIGHTS. Exterior decorative lights are authorized only for holidays. Residents will be required to remove any decorative lights installed at other times of the year. In keeping with our safety and energy reduction goal, authorized lighting times are restricted to the hours between 6 p.m. and 10 p.m. For holidays such as July 4th or Halloween, lights may be installed one week prior to the holiday and must be removed the day following the holiday. Lights for the Christmas holiday season may be installed on Thanksgiving and lighted through 01 January during the hours between 6 p.m. and 10 p.m. Two exceptions to this policy are Christmas Eve/Day and New Year’s Eve/Day, when lighting restrictions will not apply. All lights must be removed by 15 January. Lights are prohibited on roofs or any location where climbing on roofs or roof access is required. Any installation of electrical lighting decorations will be done in a safe and prudent manner using lights, cords and equipment that are approved and rated for exterior use.

5.10. WINDOW AIR CONDITIONING UNITS. Units without central air-conditioning may have up to one air conditioning unit per bedroom to be located in any room as desired by the resident. To prevent overloaded circuits, all air conditioners rated over 10 Amps must be plugged directly into the wall outlet that is on a dedicated electrical circuit. Not more than one (less than 10 AMP) air conditioner may be operated on any one single electrical circuit. If you are purchasing existing units, ensure you review the owner’s manual and understand how much power your unit requires. Do not use extension cords to connect air conditioners to any outlet, as this could cause a short circuit and cause a fire. In general air conditioning units will be placed to the rear or sides of quarters and in all cases will require the approval of an AF form 332.

Section 6 - FIRE PROTECTION

6.1. RESPONSIBILITY. The sponsor in each housing unit is responsible for ensuring compliance with all applicable fire and life safety standards. Training aids and materials can be obtained through the base Fire Department. Failure to comply with any portion of this section can result in an immediate eviction from housing or at least a housing discrepancy notice or citation.

6.2. ORIENTATION. Prior to assignment to military family housing, fire prevention training is mandatory. A 10-minute video briefing is provided in the Housing Office at the time of acceptance of quarters.

6.3. FIRE SAFETY CONSULTANTS. For additional information or any assistance regarding fire prevention and fire safety, please contact the Fire Prevention Element of the Fire Department at 449-8103.

6.4. FAMILY LIFE SAFETY PLAN. Teach your family about a life safety plan and practice the plan regularly. The sponsor in each household should instruct all family members about fire prevention. Critical elements of your plan include:

6.4.1. EVACUATION PLAN. Also known as EDITH for Evacuations Drills In The Home. Sponsors should make an evacuation plan immediately upon assignment of quarters. Plan two ways out of the house and designate an outside meeting place. Practice this plan every three months. If an emergency should occur, you'll be glad you did.

6.4.2. SMOKE DETECTORS. The sponsor of each MFH unit is responsible for a monthly test and examination of all household warning devices installed within the quarters. The test and examination of these devices shall include: Inspecting the physical appearance of the devices for evidence of damage, abuse, tampering, or other indications that may render it inoperative. Ensuring the units are securely mounted. Conducting an operational test according to the manufacturer's guidance to ensure the audible alarm is working. Vacant units will not be reoccupied if the household fire warning system is not functioning properly. The occupant will be provided a brochure, detailing testing and maintenance procedures, by the maintenance contractor. At change of occupancy, smoke detector maintenance will be conducted in accordance with UFC 3-600-02. Deficient operation or faulty equipment shall be reported to the agency responsible for maintenance. Replacement and inspection of smoke detectors is performed during maintenance prior to your move in. During occupancy, inspection is the sponsor's responsibility and must be performed once per month. Do not tamper with detectors or attempt repairs. Any non-working smoke detectors should be reported immediately to the housing maintenance contractor at 422-4454.

6.4.3. FIRE EXTINGUISHERS. Fire extinguishers are provided for each housing unit. If your home does not have one, please contact the housing maintenance contractor to have one installed. Please assure all family members understand how to operate the fire extinguisher and not to tamper with fire extinguishers. For fire extinguisher training, contact the Fire Department at 449-8103.

6.5. TO REPORT AN EMERGENCY (FIRE, AMBULANCE OR POLICE) – DIAL 911. IF A FIRE OCCURS IN YOUR QUARTERS VACATE THE BUILDING, IMMEDIATELY NOTIFY THE FIRE DEPARTMENT AT 911. GIVE THE OPERATOR YOUR NAME, TELEPHONE CALL BACK NUMBER, ADDRESS AND LOCATION OF FIRE. DO NOT HANG UP UNTIL THE OPERATOR ACKNOWLEDGES CORRECT RECEIPT OF ALL INFORMATION. NOTIFY ALL RESIDENTS OF THE BUILDING AND ENSURE EVERYONE HAS EVACUATED THE BUILDING AND ALL ARE ACCOUNTED FOR. ONCE THE FIRE DEPARTMENT ARRIVES ON THE SCENE, MAKE CONTACT AND ANSWER ANY QUESTIONS. ALL FIRES, REGARDLESS OF SIZE, EVEN FIRES THAT HAVE ALREADY BEEN EXTINGUISHED, MUST BE REPORTED TO THE FIRE DEPARTMENT.

6.6. COOKING. Never leave cooking unattended. Exercise extreme caution when cooking with grease or anything that produces its own grease. In the event of a cooking fire, cover the burning pan with a lid, turn off the appliance if possible, evacuate, and call the fire department. NEVER use water to try to put out a grease fire! DO NOT attempt to move the pan. The range hood exhaust fan should be cleaned often to prevent the accumulation of grease and should be in use at all times when cooking. The burners and the oven should be kept free of grease. If a fire occurs inside the oven, close the oven door to prevent spread of the fire, turn off the oven, evacuate your family and call the fire department.

6.7. HOUSEKEEPING. Good housekeeping and cleanliness promote fire safety and prevention. Dispose of trash and combustibles regularly. STORAGE IN ATTICS IS PROHIBITED. Check around major appliances for dust accumulation, spilled flammable or combustible liquids, or trash that may impede the safe operation of the appliance. Vacuuming behind the clothes dryer should be done on a monthly basis. Clean dryer lint traps after each load and vent hoses regularly. Take care that no plastic articles, pens, or crayons are placed in the dryer. For residents in Onizuka Village the dryer vent system should be cleaned on a weekly basis at the minimum.

6.8. ELECTRICAL FIRE SAFETY. Extension cords are not to be used in place of fixed wiring. Do not overload plugs by the use of multiple strip electrical devices or pig tailing. Surge protectors are only designed to offer electrical surge protections for delicate electronic equipment; they are not designed as an acceptable method of increasing electrical plug space.

6.9 OPEN FLAMES. Use extreme caution with open flames. Keep matches and lighters away from children as these devices and practices are a leading cause of fires.

6.9.1 **SMOKING. SMOKING IN BED IS PROHIBITED.** Dispose of smoking material in a non-combustible container, and **never leave lit cigarettes unattended.**

6.9.2. **BARBECUE GRILLS AND TIKI TORCHES.** Grills and torches must be lit and supervised by adults only and must be placed clear of structures and building overhangs. Allow a minimum 10-foot clearance from all structures, trees, and shrubs. Use only approved charcoal lighters according to package directions, and do not pour additional lighter fluid on a lit fire

6.9.3. **CANDLES. Never leave lighted candles unattended.** Do not place lighted candles in areas where they could contact flammable items such as curtains. Keep all lighted candles out of the reach of children.

6.9.3.1. **OPEN BURNING IS PROHIBITED ON BASE.** Disposal of trash by burning is prohibited. "Campfires" utilizing natural materials or propane gas shall be in approved enclosed screened metal campfire grills. Open fires for cooking shall be conducted in metal barbeque pits. Maintain 10 feet clearance from combustible material.

6.10. **FLAMMABLE LIQUID STORAGE.** Storage of flammable liquids such as gasoline, turpentine, or tiki torch fluid is limited to a total of 5 gallons per household. Flammable liquids must be stored only in approved Underwriters Laboratory or Factory Mutual containers and must never be stored in living areas. 6.10.1. **GASOLINE-POWERED EQUIPMENT.** Lawn mowers, weed-eaters, power washers, and other gasoline-powered equipment must not be stored in housing living areas. Do not refuel equipment while it is running. Allow for sufficient cooling of equipment prior to refueling.

Section 7 - SECURITY

7.1. **SECURITY CONTROLS.** The installation commander is responsible for the control and safeguarding of all base property. Routine patrolling of housing areas is accomplished on a regular basis by the Security Forces. Incidents, complaints, and inquiries concerning law enforcement should be directed to the 15 SFS Control Center at 449-6372.

7.2. **VISITOR PASSES.** For long-term visitors, residents may contact the Pass and Registration Section in building 1102, phone 449-9394. You must report to the Main Gate to sign-on short-term guests. Requests for large groups of visitors for parties, weddings, etc., should be arranged at least 3 duty days in advance. For information call the 15 SFS at 449-2200.

7.3. **CRIME STOP.** Operation Crime Stop is a cooperative installation community effort to reduce the potential for criminal activities on the base and to report criminal acts as they occur. If you observe a crime in progress or suspicious activities anywhere on base, call Crime Stop at 449-7114. You may remain anonymous; however, it is usually beneficial to have your name and phone number in case re-contact is necessary. Security incidents should be directed to the 15 SFS at 449-6372. Hickam residents may also call 911, which are answered by the City and County of Honolulu. Calls originating on Hickam AFB requiring law enforcement response will be routed back to the 15 SFS for response.

7.4. **FIREARMS.** In accordance with AFI 31-101, 15 ABWI 31-101, and PACAF Sup 31-101, each entitled *Security Forces Operations*, all personnel residing on Air Force installations on the island of Oahu will register their privately owned weapons using the AF Form 1314. Forms are available at 15 SFS Pass and Registration section. All personnel with privately owned weapons in the state of Hawaii must also register them with the Honolulu Police Department, regardless if they live on or off the installation. For additional information, contact the 15 SFS Operations section at 449-2200/2392 during normal duty hours.

7.5. **PARKING.** 15 ABWI 31-201 establishes on-base parking rules for privately owned vehicles. Parking in the following areas is prohibited:

- Curbing marked with red paint (No Parking Zone)
- Curbing marked with yellow paint (Loading and Unloading only) -
- On any grass, seeded, or dirt areas

- Within 15 feet of a crosswalk or intersection
- Within 10 feet of a fire hydrant
- Within 6 feet of any refuse dumpster
- Any area that causes double-parking or tandem parking -
- Other areas posted by signs designating “No Parking” - In any alley between units

7.6. EMERGENCY VEHICLES. All motorists must yield to emergency vehicles.

Section 8 - GOOD NEIGHBORS

8.1. SUPPORT AND COOPERATION. Some of our military personnel work days, while others work swings or midnight shifts. Most times, some personnel are working 12-hour shifts. We understand everyone’s need to live a normal life, but we each must respect the privacy and rights of others and show some common sense and courtesy. Please be a good neighbor and provide your support and cooperation. Failure to comply with this section can result in an immediate eviction from housing or a housing discrepancy notice.

8.2. COMMON AREAS. Common (shared) areas are to be kept clean and free from all personal articles. Do not leave shoes, toys, bicycles, garden hoses, or any other personal items in these areas at any time.

8.3. NOISE CONTROL. Excessively loud music and noises are disruptive to the community. Please be considerate and cognizant of how your actions may disrupt others who are resting. Do not assume that your neighbors enjoy the same type of music or television programs that you do. Please keep volume down inside and outside your unit. If music, TV, stereo, etc. can be heard outside your home, it is too loud. Respect the rights of others to enjoy peace and quiet in their own homes. Quiet hours (10 p.m. to 7:30 a.m.) are strictly enforced. Call Security Forces at 449-6372 to report disturbances.

8.4. PARTIES. Many complaints can be avoided by informing your neighbors prior to hosting a party. The best way to prevent any misunderstanding over noise or music volume is to make arrangements with your neighbors, let them know your intent, and be considerate. Also, please ensure your guests do not park in unauthorized areas or in neighbors’ assigned parking areas.

8.5. CHILDREN. Parents, divert your children’s activities away from other housing units so their noise does not cause disturbance to the neighborhood. Instruct your children to be considerate of others. All questions or concerns regarding child supervision, babysitting criteria, or suspected child abuse should be directed to Family Advocacy at 449-6474. Please see Attachment A to this brochure for additional information.

8.6. PETS. Always exercise consideration and respect for your neighbors and assure your pets do not become a nuisance to the neighborhood. (See also Section 4)

8.7. RESIDENT DISPUTES. As in most close communities, there is always the potential for disputes between neighbors. The best way to handle this is for the affected parties to simply discuss the issues between themselves and seek resolution. This should be accomplished resident to resident if at all possible. In the event this does not resolve the conflict, residents should then request the first sergeants or commanders or their equivalents of all parties involved to intervene and cooperatively, in a joint effort, bring the situation to resolution. The 15 SPTG/CC will become involved only when the individuals’ commanders are unable to resolve the situation. Residents may request mediation services from the Military Equal Opportunity office or seek counseling with the base chaplain. Proper conduct and adherence to the policies in this publication are disciplinary issues that are a function of command. The Housing Office is available to residents and first sergeants/unit commanders to provide clarification of policies and procedures.

Section 9 – COMMUNITY/RESIDENTIAL ACTIVITIES

Failure to comply with any element of this section can result in the issuance of a housing discrepancy notice or citation.

9.1. **GARAGE SALES.** For safety and security reasons, these types of sales are not authorized on Hickam AFB. However, a base-wide tailgate sale is held the first and third Saturday of each month in the lot next to the Commissary. For details, call the Services Squadron at 449-3354. The Thrift Shop is also available for consignment of personal belongings.

9.2. **AUTOMOBILES FOR SALE.** Automobiles displaying “For Sale” signs may be parked in housing areas if they are being used on a consistent basis for transportation, but may not be parked at quarters indefinitely if not in use. Vehicles for sale and not being used for transportation must be registered and placed on the Auto Resale Lot. For information, call the Craft Sales Store in the Skills Development Center at 449-2457.

9.3. **HOME BUSINESS ENTERPRISES.** Request for operating a home business in government-owned housing must be submitted through your unit commander to the Housing Office for approval. **NO BUSINESS MAY BE TRANSACTED FROM YOUR BASE HOUSING UNIT WITHOUT PRIOR WRITTEN APPROVAL.**

Section 10 - SELF-HELP WORK

Failure to comply with any element of this section can result in the issuance of a housing discrepancy notice or citation.

10.1. **REQUESTING APPROVAL.** Self-help work in MFH is normally authorized if the proposed work is relatively simple and does not violate any of the aforementioned guidelines. **HOWEVER, NO SELF-HELP PROJECT MAY BE INITIATED UNTIL WRITTEN APPROVAL HAS BEEN RECEIVED.** All self-help work, to include swing sets and other playground equipment, requires submittal of AF Form 332, which must include name, rank, organization, phone number(s) and home address where work will be accomplished. Also include a sketch and description of the work, as well as justification. This submittal is also required for landscaping and painting of interior walls. Forms and instructions for completion and coordination are available at the Self-help Store and the Housing Office. Coordination on the AF Form 332 by the Housing Office does not constitute approval to accomplish the self-help work. After completion of the work, notify the Housing Office at 448-3118 to arrange for inspection. (See para 3.4.)

10.2. **SELF-HELP STORE.** The Self-help Store is located in building 1723 behind the GSA Store, near the Kuntz Gate. It provides home improvement items, grass seed, fertilizer, and the use of lawn/garden equipment to residents. Hours are subject to change, due to military requirements. You may contact the Self-help Store at 4492008 if you have questions.

10.3. **LIMITATIONS.** Each household has a limitation on amount of materials allowed per month. Contact the Self-help Store for information. Use of lawnmowers is limited to residents within 90 days after PCSing in or before PCSing out, and PCS orders will be required for issuance of lawnmowers. Other lawn and garden equipment may be checked out by all residents, but must be checked back in within the required time limitations. Failure to do so will result in notification to first sergeants or unit commanders. Residents are liable to the government for the cost of equipment that is lost or moved away with household goods or otherwise not returned. Further limitations will also apply to residents living in quarters that are scheduled for repair or replacement within 3 years.

10.4. **DISPOSITION OF IMPROVEMENTS.** Self-Help improvements may be donated by the occupant and accepted by the Air Force when workmanship and aesthetics meet acceptable construction standards. Some improvements may be passed along to the next resident by use of a Retention Letter. When removal is required, the house or yard must be restored to its original configuration prior to the resident’s final inspection when vacating quarters. Ask your housing representative during the pre-final inspection.

10.5. **PROJECT PACKAGES.** Project packages with detailed instructions and information may be obtained from the Housing Office. Project packages are issued for ceiling fans, window air conditioners, chain link fences, storage

sheds, and trampolines. Please note there are restrictions on these items. Compliance with specifications in these packages is mandatory.

10.6. **TRAMPOLINES.** Trampolines may be installed only in back or side yards within a lockable fenced area or with a lockable cover. A 10-foot clear zone in all directions is required. Check with the Staff Judge Advocate Office regarding liability laws. Liability insurance is strongly recommended. Prior to installation, you must sign a statement accepting liability and you must have written approval on AF Form 332.

10.7. **WINDOW AIR CONDITIONERS.** Installation of privately owned window air conditioners requires prior written approval on AF Form 332. Each housing unit is limited to one window air conditioner per bedroom plus one additional window air conditioning unit per each 1,000 square feet of the house. Requestors must comply with limitations, as well as installation criteria.

10.8. **BASKETBALL HOOPS.** Placement is prohibited in streets. Determination of approval will be on a case-by-case basis. Prior written approval is required prior to placement of basketball hoops.

10.9. **PROHIBITED ITEMS IN HOUSING AREAS.** Fishponds, hot tubs, swimming pools, wooden lattice, and tree swings are prohibited. Nothing may be affixed to buildings, trees, or bushes.

10.10. **WORK THAT CANNOT BE ACCOMPLISHED BY SELF-HELP.** Housing regulations prohibit using self-help funds for some types of work, to include enclosing lanais, adding central air conditioning, building additional parking spaces, sidewalks, carports, or adding exterior appurtenances. When the need exists for these types of work, Civil Engineering will establish a project for the entire community.

Section 11 – ENVIRONMENTAL CONCERNS

11.1. **HOUSEHOLD HAZARDOUS WASTE.** It is any discarded material from the home that threatens our environment or health and well-being through improper handling or disposal. Some examples are motor oil, pesticides, paint, batteries, and ordinary household cleaning products. One household alone usually does not generate enough hazardous waste to cause concern. However, when you consider all households collectively, there is reason for concern. There are several all-purpose, less toxic cleaners available on the market today, or you can make your own. Baking soda mixed with a little water is an excellent cleaning agent, or a mixture of ammonia, liquid detergent and water in a spray bottle works well. If you feel you must use products containing chemicals, one solution would be to purchase only small amounts, which you will use completely. Another suggestion is to provide your neighbors with any products remaining after you have accomplished your cleaning for the final inspection, instead of disposing of unused products when you PCS. Failure to comply with any element of this section can result in punishment IAW the UCMJ, eviction from housing or a housing discrepancy notice.

11.2. **DISPOSAL OF HOUSEHOLD HAZARDOUS WASTE.** As a household generator of hazardous waste, there are exemptions that allow you to dispose of hazardous waste in general refuse dumpsters that are not available to you when disposing hazardous waste generated from the workplace. General refuse is routed to the City and County of Honolulu's waste to energy conversion facility, and it is required we follow their guidance for disposal of hazardous wastes. Handy product substitution recommendations, recycling, and proper disposal instructions can be found on their web site at http://www.opala.org/waste_disposal_at_home/household_hazardous_waste.html. A summary describing the proper recycling and disposal procedures for Hickam AFB residents is shown below.

11.2.1. **RECYCLE.** If you have leftover household cleaners, you may contact the Self-help Center in building 1723 or call them at 449-2570 for assistance. Self-help operates a swap table where housing residents can drop off or pick up previously owned household cleaning supplies. In addition to household cleaners, the Self-help Center will also accept and distribute rodent poisons and insecticides. The Self-help Center will not take any paints or thinners. Never abandon your household hazardous waste at the Self-help Center or anywhere else. If no one is there, come back when there is a representative to accept them. Abandoned materials are automatically regulated, and can be subject to criminal penalties \$25,000 per day. Additionally, the base has to handle abandoned items as an unknown, and it can cost over \$1,000 to test and dispose of these items. If you have questions about properly disposing of your household hazardous waste, refer to the fact sheet "Disposal of Household Hazardous Waste" available at the Housing or Environmental offices, or call the Environmental Office at 449 -1584 x 237.

11.2.2 FLUSH DOWN HOUSEHOLD DRAINS. Never dump household cleaning agents down storm drains, as these drains flow directly into the ocean. Care should be taken to ensure that cleaning agents are not combined, as some chemicals can produce toxic gases if mixed. It is safe to flush the following down household drains with plenty of running water: aluminum cleaners, window cleaners, water-based glue, lye-based paint stripper, alcohol based lotions, drain cleaners, rust removers, bathroom cleaners, ammonia-based cleaners, disinfectants, and hair relaxants or permanent wave lotions.

11.2.3. PLACE IN THE TRASH. Some items may be disposed of in your regular trash if treated properly. Liquids must be solidified by placing in plastic bags with sawdust, kitty litter, old rags, or shredded newspaper. The material will soon turn into a solid clump that can be placed in the trash. Be sure you have completely emptied the contents of aerosol/spray containers before placing in the trash. This is not a comprehensive list, but may be used as a guide. Properly dispose of the following in the trash: empty aerosol cans, floor care products, lye-based oven cleaner, art supplies, solidified fiberglass epoxy primer, mercury batteries, mothballs, bug sprays, furniture polish, solidified nail polish, solidified varnish, solidified primer, solidified paint, solidified brake fluid, car wash w/solvent, auto repair products, fertilizers, transmission fluid, solidified motor oil and other oils, and shoe polish.

11.2.4. SPECIAL HANDLING. Some materials require special disposal procedures.

11.2.4.1. CAR BATTERIES. Retailers of car batteries are required by law to accept your old battery when you purchase a new replacement. Most retailers will charge you \$8.00 for not returning your old battery to them. If you have excess car batteries, call a battery recycler or ask a retailer if they will accept additional batteries. Car batteries should never be left outside the disposal location. Instead, car batteries should be turned in during business hours while a representative is present to accept them. It is against the law in the state of Hawaii for car batteries to be abandoned in any location.

11.2.4.2. TIRES. Tires are not accepted at the Recycling Center. When purchasing tires, some vendors will accept old ones. It is against the law in the state of Hawaii for tires to be abandoned in any location.

11.2.4.3. USED ENGINE OIL. Change automobile oil at the Auto Hobby Shop and dispose of oil in the containers they provide, or purchase oil change boxes that contain absorbents allowing disposal in the trash.

11.2.4.4. OTHER MATERIALS. If you are unsure on the proper disposal of some materials, please consult the "Disposal of Household Hazardous Waste" fact sheet available at the Housing or Environmental offices, or call the Environmental Office at 449-1584 x 237.

11.2.4.5. PROPANE TANK. Household propane tanks (limited to 1-2 per customer) may be turned into Aloha LP (668-8700) and Air Liquid (845-9021) free of charge or Gas Pro (842-2130) no charge with purchase. Empty tanks may also be disposed of at a City Refuse Convenience Center. Never put your empty propane tanks in the trash – they can explode when they reach the H-Power Plant!

11.3. LEAD-BASE PAINT. Residents should be aware that many of the homes on Hickam AFB were constructed before the harmful effects of lead-base paint were known. As a result, many of our homes may still contain lead-base paint under the many recent coats of non-lead-base paint. Should you encounter any peeling or chalking paint that you feel presents a hazardous situation, call Housing Maintenance at 422-4454 for repairs. If you feel your concerns are not being adequately addressed, please call the Housing Office at 449-0316 for assistance in resolving the situation. To avoid creating dust that could contain particles of old paint, do not disturb or sand painted surfaces, and clean with non-abrasives such as dishwashing detergent. Please refer to pamphlets provided upon assignment to base housing. Additional information is available from Military Public Health in building 2070, 1225 Freedom Avenue. Also, the EPA has a toll-free telephone service at 1-800-LEAD-FYI (1-800532-3394).

11.4. STORM WATER POLLUTION PREVENTION. Storm drain inlets collect storm water to prevent streets and property from flooding. These inlets at Hickam are not connected to the sanitary sewer, so storm water drains to the ocean without treatment. Therefore, to maintain good water quality and protect the health of Hickam's coral reef, we all must act responsibly to prevent contamination of the storm drain systems. Take the following actions:

- Sweep sidewalks and driveways; do not hose debris into storm drains
- Clean up antifreeze or oil drips using kitty litter or other absorbent material and place in the trash - Immediately report large spills to the Hickam Fire Department at 449-8100 - Repair vehicle leaks
- Avoid overuse of fertilizers and pesticides
- Flush dirty mop water down household drain with plenty of running water

Pick up animal waste and either flush it down the toilet or place in the trash
Pick up litter and debris from yards and assure lids are secured on garbage cans
Use only biodegradable, ammonia-free and phosphate-free soaps such as Ivory Liquid or Simple Green when washing your car
Do not over-water lawns or other landscaping
Do not use chlorinated cleaning agents to clean driveways and sidewalks; use a scrub brush or high-pressure water
Report illegal dumping to Security Forces at 449-6372
Report blocked storm inlets to CE Customer Service at 449-9951
Contact the 15CES Environmental Flight at 449-1584 for other assistance concerning storm water pollution prevention

Section 12 - TERMINATION OF FAMILY HOUSING

12.1. GIVING NOTICE. Service members who receive PCS orders or are otherwise reassigned to another installation are required to terminate occupancy of Hickam MFH prior to departure or reassignment. Personnel separating or retiring must accomplish a successful termination inspection prior to the separation or retirement date. The sponsor will provide the Housing Office no less than 45 days notice. Contact the Housing Office in person or by calling 448-4000 to schedule an appointment. Residents should schedule their household goods pick-up date and departure flight date prior to arriving for their appointment with the Housing Office. Three copies of orders and amendments will be required for processing your termination. During your visit to the Housing Office, ask about submitting an advance application for housing at your gaining base. Arrangements may also be made at that time for loaner furnishings for your use in your quarters after household goods have been picked up.

12.2. PRE-TERMINATION INSPECTION. This inspection is designed to assist you in preparing for your termination inspection and it should be scheduled for a date approximately 30 days prior to the termination inspection. It includes the review of termination procedures and an opportunity for you to ask questions. A checklist for cleaning standards for the final inspection will be provided. During the inspection, the housing representative will also identify normal maintenance to be accomplished after your move and damages beyond normal wear and tear. You are responsible for damages to your quarters or yard caused by yourself, dependents, pets, or visitors. You will be required to make the repairs yourself, hire an outside contractor to make the repairs, or reimburse the government if you want the repairs to be done by the housing maintenance contractor. The sponsor must be present for this inspection. If unable to do so, the sponsor may designate the spouse or a unit representative with power of attorney. However, the sponsor is ultimately responsible for compliance with the requirements for successful termination.

12.3. TERMINATION INSPECTION. The responsibility for termination of Air Force housing rests solely with the military sponsor, who must be present at the inspection. In an emergency situation only, the sponsor may designate their spouse or a military representative for such purposes with special power of attorney, which may be obtained at the base legal office. One hour is allotted to perform each inspection and travel to the next appointment; therefore, it is imperative that the quarters are ready and the military member is present on time. The inspector will wait only 10 minutes. If the military member has not arrived by then, the inspection will be considered failed and the military member must call the Housing Office to reschedule. If the inspection is attended by the military member and is failed for lack of compliance with requirements, the military member must contact the Housing Office to schedule a re-inspection appointment to be accomplished within 24 hours. For intra-base moves, after 2 failures there is an automatic charge for full cleaning. Any interior painting accomplished by residents must be returned to the original color prior to the termination inspection. This includes removal of paint splashes from other surfaces. Resident repairs or settlement for damages beyond normal wear and tear must be made prior to housing termination. Successful termination of MFH quarters must be completed prior to out-processing from the base. Reminder: Please do not bring pets to the termination inspection.

12.4. TLA/BAH ENTITLEMENT. The housing assignment/termination counselor will explain TLA/BAH entitlements at the termination appointment. TLA entitlements are determined in accordance with the provisions of the Joint Federal Travel Regulation (JFTR).

**POLICY FOR THE SUPERVISION OF CHILDREN ON AIR FORCE INSTALLATIONS IN THE STATE
OF HAWAII (See attachment A)**

If you have any questions or concerns regarding supervision of children, child neglect, or child maltreatment, please contact Family Advocacy at 449-5892.